

TERMS & CONDITIONS

Our curriculum for each age group is designed across a year. Once enrolled, we assume you want the best outcomes for your child so we secure their placement from the date of initial enrolment through to the end of Term 4 unless we receive notification in writing to withdraw.

To enrol with Julie Logan Music, an online profile for the parent/guardian and student is required. Enrolments, payments and correspondence is via this Parent Portal.

TUITION FEES

FULL-TERM ENROLMENT: Set up an online profile via our website for yourself and your child, then log in, select the class/day you want, Submit, Finalise Registration then follow the prompts to the checkout. If a sibling discount applies, this will be automatically calculated at the checkout. We accept Visa & Mastercard.

MID-TERM ENROLMENT: Only applies to new starters and students who have previously withdrawn. Don't enrol online - contact us to check availability and to pro rata fees from the date your child can start. We can also advise on the best options for your child.

** Continuing students receive automatic placement each term following initial enrolment through to the end of Term 4 (when attending consecutive terms). As we hold the student's placement in good faith, tuition fees are costed at the full-term rate regardless if the student returns in Week 1 or later. Free make-ups can be booked in lieu of missed weeks (refer to Make-up policy page 6). If prior notification of late start date is advised, pro rata rate may be considered at Julie's discretion.

PLEASE NOTE: It is an OH&S requirement that ALL CHILDREN attending a class be officially enrolled (with the exception of siblings under 6mths) to include Trial sessions and casual bookings. Make-up lessons are by request only to ensure availability and the child's attendance is recorded.

TWO PAYMENT OPTIONS AVAILABLE:

- 1. DIRECT DEBIT – full years tuition is broken down into a maximum of 10 monthly instalments from 1st Jan (or month enrolled) to 1st October**

- Register your credit card details in Auto-Pay via your Parent Portal. Then email us to approve charges to your nominated credit card. You'll receive a \$20 discount per term, a maximum saving of **\$80 per year per enrolment.**
- Monthly instalments will be charged to your credit card on the 1st of each month from Jan to Oct (*max of 10 instalments or from month enrolled through to 1st Oct*).

Direct Debit Payers are provided a reminder by text before fees are processed. By signing up you agree to:

- Ensure there are sufficient funds in your account
- Ensure credit card details are up to date before the scheduled payment date.

Mid-Term Enrolments:

Tuition will be calculated pro rata from date enrolled for the term started + full rate for remaining terms in the calendar year less \$20 discount per term. The first instalment will be charged overnight from the date enrolled. The remaining instalments are charged on the 1st of each month through to October.

Unsuccessful Payment:

If a payment fails for any reason the system will automatically retry that charge up to three times:

- 2nd attempt **3** days after the original attempt
- 3rd attempt **5** days later.
- 4th & final attempt **8** days later
- If the 4th and final attempt fails, the system automatically cancels the payment plan and issues a notification by email.
- To continue your child's enrolment, any balance owing for the current term will be due upfront. The total Annual Tuition Discount will be removed before tuition fees for weeks remaining is calculated. Direct Debit will no longer be an option for the remainder of the calendar year.

NOTE: If not continuing, your child's enrolment will be cancelled immediately. The total Annual Tuition Discount applied will be removed before terms attended less instalments paid is calculated. If a balance is owing, an invoice will be issued with a due date for payment. If you have a credit balance, a refund will be provided.

If fees owing are not made by the due date, a Debt Collector may be engaged to recoup outstanding fees.

2. UPFRONT PAYMENT: Pay tuition upfront per term

TUITION FEES MUST BE PAID IN FULL PRIOR TO ATTENDANCE
For Full/Mid-term enrolments, Trials, Casual attendance & Holiday sessions

(does not apply to monthly direct debit payers)

- Tuition Fees must be paid in full at the checkout when enrolling your child online or when paying fees posted to your account (including penalty late fees if applied)
- If we enrol your child on your behalf and provide a Due Date for payment, fees must be paid by the Due Date referenced on the Fee Statement and/or advised by email. Unpaid fees post Due Date will incur Penalty Late Fees (see breakdown below).
- If a Fee Statement is issued but no due date referenced, fees must be paid within 3 days from date of the Statement issued or prior to attendance, whichever comes first.

PENALTY LATE FEES:

If we enrol your child on your behalf and you've opted to pay upfront by the term, we'll post term fees to your account and advise a due date for payment. Your child's placement is then held in good faith that payment will be made by the date advised. If fees remain owing post Due Date, the following Penalty Late Fees will apply:

- **\$5.00 - 1 day post due date**
- **\$10.00 additional fee - 7 days post Due Date or first lesson attended, whichever comes first.**
- **\$15.00 additional fee - 10 days post Due Date or second lesson attended, whichever comes first.**

Penalty fees are charged to cover the additional administration costs incurred to chase up an overdue account.

The simplest way to avoid late fees is to go with the Direct Debit option.

Important:

- If you're experiencing financial hardship or for any other reason unable to pay by the due date, contact us **before** the due date to discuss options. If no contact is made, penalty late fees will apply (*no exceptions*).
- When Tuition Fees are **not paid in full** (eg. you choose not to pay the Penalty Late Fee/s applied), your child's enrolment may be cancelled with no refund or credit provided.

- If your child's placement has been held in good faith but upfront tuition fees remain outstanding with no show in Week 1 and no prior notification for their absence, their placement will be cancelled.
If you then wish to re-enrol your child later in the same term, an **Administration Fee of \$30 will apply to pro rata rates**.

Mid-Term Enrolments:

Fees calculated pro rata for remainder of current term. This option only applies to new students and students returning after withdrawing earlier in the year or when notification was provided before the start of term.

A confirmation email is sent providing a link to the Parent Portal to pay the balance owing by the Due Date advised. Unpaid tuition fees post Due Date will incur Penalty Late Fees as outlined above.

SIBLINGS – *applies to Term enrolments only (not trial or casual bookings)*

Babies 0-6 months FREE when attending with older sibling: Ideally, your baby will enjoy their own Tiny Tots group but if this isn't possible, younger siblings (babies on the lap up to 6mths) are permitted to accompany you gratis in Tiny Tots, Toddler and Level 1 groups.

5% Sibling Discount automatically applies at the checkout when enrolling more than one child online with the exception of Song Crew and Private Tuition. Siblings 6mths+ must be enrolled in a class to attend.

Special Rate for 2 siblings attending a morning group together: Families with 2 children 6mths+ attending together in Tiny Tots, Toddlers or Level 1, receive a special discount rate. Details on our website or via the Parent Portal if you have an online profile. This rate is not available online. Contact our office to receive this special discount.

TRIAL / CASUAL FEE - \$ 30.00

- BY REQUEST ONLY - contact Admin (booking will be subject to availability).
- Must be booked and paid for prior to attendance.
- Non-refundable. If notification of inability to attend is provided more than 24-hours prior to attendance the booking can be transferred within the current term (no credit transferred to future terms). If notification is given within 24 hours of attendance, the option to reschedule at no additional cost will be at the Director's discretion.
- No show / no notification = no transfer
- If after a **Trial session** you wish to enrol your child for the remainder of the term, fees will be calculated FROM THE WEEK OF THE TRIAL (not from the following week). The \$30 trial fee paid will be deducted from fees owing.

CANCELLATION POLICY

REFUND/CREDIT POLICY:

In accordance with consumer law, JLM is not obliged to provide a refund/credit if:

- You change your mind
- Your schedule changes
- You make the wrong decision
- You miss a class
- Due to changes in your child's other extra-curriculum activities
- You do not fit in all your make-up class options within the term you missed your regular lesson
- You choose to take holidays mid-term.

CANCELLATION POLICY:

An enrolment cannot be cancelled online. Notification must be submitted in writing to admin@julieloganmusic.com.au. We will then confirm their withdrawal and advise any balance owing or refund due.

Direct Debit Payers: Your child's enrolment is continuous and guaranteed from the date enrolled through to the end of Term 4. Your child's placement is secure unless a notification to withdraw is provided.

- When notification of withdrawal or request to pause enrolment temporarily has been received, the total years Tuition discount is removed prior to calculating any credit or balance owing. **The Annual Tuition Discount only applies when a student attends continuously (without a break) for all four terms or from date enrolled to the end of Term 4.**
- Any credit or balance owing will be calculated from the week following the date the withdrawal notice is received eg. if notice to withdrawal is received in Week 4 (pre or post attendance that week), the credit or balance owing will be calculated from Week 5.
- On receipt of your notification to withdraw, your credit card will be removed from Auto-Pay.

Upfront Payers: Once enrolled, your child's placement is a commitment for the term paid. Currently enrolled students then receive automatic placement in the following term (up to and including Term 4). We will assume your child is continuing and that fees will be paid by the due date unless an advice to withdraw is provided in writing.

- While in accordance with consumer law, JLM is not obliged to provide a refund/credit if enrolment is cancelled, this will be at the Director's discretion and considered on a case by case basis.

- In the event of unavoidable adverse circumstances *eg. Providing a Doctor's Certificate with a serious health issue*, a credit or refund will be provided for the weeks missed.

If our services have been wrongly described or are cancelled by us, you will be offered a credit or class exchange only.

FREE MAKE-UPS

MAKE-UP CLASSES - GROUP

Group classes only: Teachers and Venues are booked to attend your scheduled lessons whether you attend or not.

As a Bonus, we give the option for you to attend a make-up class at any time throughout your currently enrolled term (pending availability).

NOTE: Make-ups apply only to the student enrolled. They are offered as a courtesy but not guaranteed and are not transferable in kind or credited to other terms. You can reschedule within the term enrolled if you are absent due to illness/specialist appointments/change of work roster.

Make-ups do not apply if you choose to take holidays during the term (*although may be considered at the Director's discretion if prior notice is given*).

Unused make-ups cannot be credited, refunded or transferred to other terms.

In case you can't make it in person, you can access On Demand Video activities and lessons via your Parent Portal so you can dip in and out in your own time.

Teacher illness: If your teacher is unable to attend due to illness, JLM will either reschedule the class, provide a substitute teacher or credit the cancelled lesson to your account.

In the event we cancel a class and are unable to reschedule, a credit will be given.

TAKING HOLIDAYS MID-TERM

- Full-term fees will apply to hold your child's placement whilst taking mid-term holidays. Make-ups do not apply (*although may be offered at the Director's discretion if prior notice is given*).
- If advance notice is given, you may gift the weeks you are away to a family member or friend to attend in your child's place (*only applies to morning groups excluding Level 2*).
- Subject to availability, your child can attend at the Casual Rate, reducing full-term tuition fees, however this option forfeits your child's automatic placement on your return.
- **FEES MUST BE SETTLED PRIOR TO ATTENDANCE**

MISSING AN INDIVIDUAL LESSON

Individual instrument teachers are obligated to be present for your lesson time throughout the year, regardless of whether your child attends or not. Gaps due to student absences cannot be filled but with notice may be transferable to a friend/family member.

- If a teacher cancels a lesson and a substitute hasn't been arranged, this lesson will be rescheduled to Week 10 or 11 of that term. Fees will only be credited to the following term if a teacher has cancelled a lesson and is unavailable in Week 10 or 11.
- As a courtesy to our families, in the event that Week 10 or 11 is not used for a Teacher Cancellation, you may arrange a maximum of one makeup per term directly with your teacher, subject to their availability during that week.
- Additionally, under special circumstances, we will offer a one-hour Theory and Composition Masterclass on a pre-set date for students who have been unable to reschedule more than one missed lesson during the year. Attendance to this class date is optional and no guarantee is made by us.
- Make-up classes are NOT guaranteed for student absence from private lessons.

CREATIVE KIDS VOUCHER for children 4.5yrs +

Julie Logan Music (JLM) is a Creative Kids Voucher (CKV) Provider.

To use your voucher, you must either:

- Forward the Receipt from Service NSW to admin@julieloganmusic.com.au or email the Voucher Number, child's full name including middle initial if referenced on voucher and child's DOB.

Legislation prohibits us from claiming vouchers **AFTER** fees are paid.

Upfront Payers: The voucher must be submitted to JLM and voucher credit applied to your Term fees BEFORE making payment - no refunds.

Direct Debit Payers: as this option is a commitment for the year, on receipt of the CKV, the credit will reduce the amount owing per instalment.

HOLIDAY SESSIONS AND EVENTS

The below Terms and Conditions relate only to Holiday sessions and Event registrations, NOT Term-based class enrolments:

- Holiday sessions must be paid in full at the time of enrolment.
- Holiday sessions are not included in our make-up policy.

- Holiday sessions are non-refundable, and there are no refunds or credits given under any circumstances.
- If JLM cancels a holiday session or event, the session will either be rescheduled, a make-up session offered or a credit to be used at a later date.

YOUR SATISFACTION MATTERS TO US

We guarantee our classes are:

- Taught with due care and skill by qualified teachers
- Match the description provided to you upon enrolment
- Will be taught within the dates specified upon enrolment

If you have any concerns about the program, it is essential you speak to your class teacher immediately to ensure a quick resolution. If you've attended consistently for four weeks, discussed your concerns with your teacher, and you and the Director agree that your classes don't meet this quality guarantee, as a gesture of goodwill, you'll be provided with a refund for remaining classes, less Resource Fee if applied. No refunds are available after the Friday of week 4 of any term.

We secure your child's place to continue every term and limit class sizes to ensure the best learning environment for your children. If you are not returning the following term you must notify us in writing 14 Days PRIOR to the Due Date of the next term or full-term fees may be charged.

PRIVACY POLICY

We keep your details private. We don't pass on or sell your personal details to any third parties. Your information is only used to identify your enrolment and provide you with class newsletters.

For more details of our Terms & Conditions for Payment Options; Individual Lessons; Holiday and Special Events - [CLICK HERE](#)

SOCIAL MEDIA AND MEDIA PHOTO RELEASE

Occasionally, photos and videos will be taken during class and may be used anonymously for Julie Logan Music publications such as social media, website, blogs or printed material. We will not identify your child by name or release personal information. We do not sell any photos or videos to third parties or distribute photos or video.

When you enrol at Julie Logan Music you give us permission to take photos and videos of your child in class.

If you do not wish for photos of your child to be used, please ensure you:

- a. Tick '*Do not post public photos of this student*' on your child's DSP Online Profile
- b. Email Julie Logan Music at time of enrolment
- c. Remind us and your child when we are taking photos in your class.

Otherwise, your permission is given upon enrolling online.

COVID POLICY

We remain a **COVID safe** business. To ensure the health of our children, parents, guardians and our musical team, the following protocols apply:

- We **strongly encourage** everyone to maintain good health and hygiene practices including washing before and after class and single use equipment.
- If you or your child are coughing, sneezing, or feeling unwell, *regardless of whether it is a COVID symptom or not*, let us know and stay home.
- All children attending a group/class must be officially enrolled or registered for a Trial session. *This is also an OH&S requirement.*

To participate inside our venues, staff and participating adults must adhere to:

Morning Groups:

- One adult only per family attend sessions (unless otherwise arranged)
- Sanitiser/wash with soap before lessons & highly recommended after lessons
- Single use and disinfected shared items

Drop Off Groups:

- Adult dropping student off must not enter the classroom but wait outside and follow Teacher's instructions for Entry/Exit points.
- Collecting a drop off student: Wait for staff to collect and return students outside Adventist Hall, Hamilton from door at end of driveway.
- Please arrive on time at Adventist Hamilton from door at end of driveway.

LATE COLLECTION: If you fail to collect on time, your child will wait in the courtyard or corridor in view of a staff member.

Pending further NSW Health advice:

- Do not attend if you or your child has symptoms.

- It will be really helpful if you notify us in advance when you'll be absent.

HEALTH & HYGIENE POLICY

- Routine cleaning & disinfecting of equipment between lessons.
- Good health and hygiene practices including washing before and after class and single use equipment.
- Staff & families who are displaying ANY of the following symptoms: fever, cough, sore or scratchy throat, shortness of breath: are NOT to attend music.
- Staff with flu-like symptoms must have a COVID test and may not return to the workplace until a negative test result is returned

GROUP CLASSES – INSTRUMENTS, PROPS, PENCILS

- All equipment used during your class is SINGLE use. This means that equipment is quarantined until disinfected. We will use 75% Alcohol Wipes and Viraclean disinfectant as it is safe for babies and children.

OPTIONAL – if you prefer to BYO here are suggestions:

- **Mornings BYO music bags:** scarf, maraca, castanet, soft toy, puppet, small ball. See Parent Portal >Shared Files, for Price list if you wish to purchase items from JLM.
- Babies: BYO rug.
- **Drop off Groups:** optional BYO own percussion/props bag as per Mornings
- **Level 4 & 5 Bring:** Level 4 bring own Recorder (Term 1-4) & Ukulele (term 3-4); Level 5 own Violin (Term 2), Drumsticks (Term 3 & 4).

PRIVATE PIANO, VOICE, VIOLIN LESSONS:

- Sanitiser before and after lessons
- Teachers disinfect touch points
- Piano keys, any shared items are disinfected between students

OUR DUTY OF CARE

Students under ten years of age must be collected from the teaching room by a parent or carer. Students over the age of ten need to have written permission to leave the lesson unaccompanied.

Your child must not be left unattended before or after class.

For Drop Off classes, please ensure your child is picked up on time. If you think you may run late please text your teacher and our admin numbers.

2024 TERM DATES (9 week terms)

TERM 1 | 5 Feb – Fri 12 Apr

TERM 2 | Mon 29 Apr – Mon 1 Jul

TERM 3 | Mon 22 Jul – Fri 20 Sep

TERM 4 | TBA

Updates to Terms and Conditions

We reserve the right to review and update our Terms and Conditions as required.